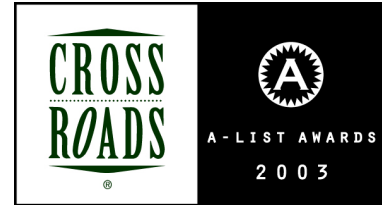


Spirian Technologies, Inc.

Chicago, IL

Spirian Deployability and Spirian Manageability

➤ Software Migration and Management for the Microsoft Environment



CUSTOMERS AT WORK

A major electronics manufacturer, a midsized financial services firm, and an IT service provider to Fortune 100 enterprises were among the reference customers. Objectives included:

- Migrating enterprise desktops, laptops, and departmental servers to new versions of the Microsoft OS
- Updating software faster, more accurately, and less expensively, without disrupting end users' customized settings
- Keeping the end-user computing environment more current, secure, and reliable

WHY SPIRIAN?

By combining proven tools with specialized services, Spirian delivers process automation solutions for software operations management. Spirian Deployability delivers automated, touch-free deployments of business-critical software that are faster and less costly than traditional methods while reducing demand for post-deployment support. Spirian Manageability provides scalable software management infrastructures that automate day-to-day tasks, ensuring better, faster, more consistent service delivery with less risk and fewer resources. Spirian delivers complete solutions with guaranteed results and predictable costs.

COMPANY INFO

Spirian Technologies is a private company with more than 60 employees.

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BUSINESS IMPACT

Near-term value: With Spirian Deployability, reference customers have completed national and global software migrations on time and on budget, with higher than previously experienced quality. With Spirian Manageability, companies experienced a variety of benefits including minimal business disruption, less labor-intensive updates, reduced support calls, better asset management, and optimized license utilization. Spirian has also provided a decisive advantage to IT service providers, even those hired to rescue projects that have gone considerably off track.

Enterprise innovation: Reference customers have also used Spirian technology and services to update customer-facing systems such as retail kiosks and training facilities.

Technology gains: Spirian can automatically preserve end-users' desktop settings and most printer mappings, minimizing the testing and rework time to upgrade the OS on each machine. Spirian has also helped an IT service provider preserve drive and printer mappings when migrating from Novell NetWare.

SUCCESS FACTORS

Project strategy: Using Spirian technology and services requires an organization to declare desktops to be a corporate resource. If machine configuration is not locked down, Spirian will remove end-user-installed programs that interfere with core business applications. Focusing the Spirian service is straightforward if the desktop and laptop hardware pool is relatively consistent (e.g., is already on a two or three-year upgrade cycle). If not, make time for an accurate audit of the high-priority user departments' gear, and make purchases more consistently going forward. Adopt consistent administrative conventions such as drive letter mappings and printer names.

Skills: Strong internal project management skills are required to define permutations and combinations required by the business. Spirian helped most customers transfer knowledge in-house.

Resources: Companies appreciate the ability of Spirian to complete migrations and updates for a fixed fee on a fixed schedule and to work cooperatively where responsibility is shared.

Fit: Spirian services are a good fit for sizable companies facing challenging desktop migrations and ongoing update pressure.

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ABOUT THE CROSSROADS A-LIST AWARDS

The Crossroads A-List identifies the best newly proven products and services transforming business today. Winners are determined after an analysis of the vendor's strategy followed by confidential, in-depth interviews with early adopters.